



STANDARD SERIES

GLI-18:

Promotional Systems in Casinos

Version: 2.0

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ABOUT THIS STANDARD

This Standard has been produced by **Gaming Laboratories International, Inc. (GLI)** for the purpose of providing independent certifications to suppliers under this Standard and complies with the requirements set forth herein.

A supplier should submit equipment with a request that it be certified in accordance with this Standard. Upon certification, Gaming Laboratories International, Inc. will provide a certificate of compliance evidencing the certification to this Standard.

Promotional Systems in Casinos

GLI-18 Revision 2.0

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REVISION HISTORY

REV 2.0

Rev 1.3 *Final* was renamed to **Rev2.0** *Final* for document control purpose.

REV 1.3

3.1.3(d) Removed requirement for the event log to contain the players account number or a unique transaction number
3.1.7 Added the ability to allow partial promotional transfers as long as the player is duly warned
3.2.3(d)(i) Removed rule requiring the player's account to lockout after a set number of unsuccessful pin logon attempts.
3.2.5 Added rule regarding loss of communication
3.4.1 (b) Clarified that the Liability Report shall include today's starting value.
3.6 Software Verification – this section was added to require that each component used in the promotional System, that would affect the integrity of the system, have the ability to be verified by a third party verification tool.

REV 1.2

*General grammatical changes were made throughout the document.

1.1.1 Removed the '*' from this paragraph which was a typo. Also, removed the entire last paragraph pertaining to PINs since covered in another section.
2.4.1(c) Changed the rule to require the manuals to be submitted in either hard or soft copy format instead of both.
3.1.1 Changed to clarify that the rules in this section apply to the 'promotional' gaming device.
3.1.3 Removed the requirement for the gaming device to have logs for the transaction audit trails and added the requirement for the gaming device to have the ability to recall this information. Also, changed the audit trails to promotional transactions to refer to promotional awards instead of monetary. Reworded the exception for games using cashless or bonusing systems to allow for both systems that may be used at one time.
3.1.3(a) Clarified that the 'type of transaction' is only required if utilizing a single 100-even log since if individual logs, the type of transaction would be specific to each log.
3.1.3(d) Clarified that the Players Account *or unique identifier* is only required to be included in the audit transaction information, if available since some systems may not provide this information for Promotional Systems.
3.1.3 NOTE Removed the section that allowed the audit transactions to be displayed 'at or near' the gaming device because of the change in 3.1.3.
3.1.4(b) Clarified this entire section to indicate the information that is to be included in the Total Promotional In/Out meters.

3.1.7 Clarified that the transaction *may* be rejected if that transaction would exceed game configured limits since some systems may not process the transaction (due to the limitation).

3.5.1 Clarified that the system *may* require a personal identification number (PIN) and removed the requirement for the transaction be coupled with a PIN since it could be any method.

3.5.5 Changed the requirement for the account balance so this information is available at any participating gaming device. Also, discretionary account funds (i.e. those funds that have a possible expiration)

REV 1.1

*Several changes were made based on the TAM Conference held in Golden, Colorado on November 8 & 9 of 2001, where many regulators attended and supplied their comments.

1.1.1 The promotional definition has been changed to indicate the monetary transactions are through a 'players account' to better define. Also, added examples of promotions that may apply to a Promotional System.

3.1.1 Clarified that this section applies to gaming device requirements.

3.1.2 Replaced the word 'had' with 'allows' to better clarify.

3.1.3 Clarified the last 25 transactions 'transmitted' to the host system. In addition, added the ability to have a 100 event log if a gaming device has Cashless or host Promotional features enabled simultaneously with cashless features.

3.1.3(a) Clarified the type of transaction (cashable/non-cashable) must be reported, if applicable.

3.1.3(d) Added 'The player's account number (i.e. source of where funds came from / went to)' to the required log to help assist in evaluating the transaction.

3.1.4(b) Removed entire rule from v1.0 that indicated the accounting meters may be cash and/or credit since this was a statement, not a technical standard. This rule is now (c) of v1.0 (see below)

3.1.4(c) Moved to (b) of this section, also, removed 'the operation of mandatory meters currently used to calculate payout percentage and/or adjusted gross proceed (win) should not be incremented' to alleviate confusion. This section now only lists the specific promotional meters that will be added.

3.1.4(c)(i) This rule is now 3.1.4.(b)(i) - Removed reference to 'dollars and cents and/or credits' because of the above

3.1.4(b) Change - Also, added to sub-sections (cashable and non-cashable)

3.1.4(c)(ii) This is now 3.1.4(b) - Removed reference to 'dollars and cents and/or credits' because of the above

3.1.4(b) change - Also, added to sub-sections (cashable and non-cashable)

3.1.4 ** is now 3.1.4 NOTE - This was removed because of the above change (3.1.4(b)). Added a new note that clarifies restricted and non-restricted credits that are co-mingled on one credit meter.

3.1.5 Removed the section on 'Transaction Report' (moved to 3.3.2).

3.1.6 Changed the Error Conditions section to require the conditions within this section to be monitored.

3.1.6(a) Changed to allow for a PIN or player ID. Also, removed the comment that this is to be displayed on the card reader because it's the only place it could be displayed.

3.1.6(b) Removed the comment that Account Unknown is to be displayed on the card reader since this is the only place.

3.1.6(c) Removed the requirement to display a Communication Failure to the player since the player would never know there was a promotion.

3.1.6 NOTE removed this section. The requirement to lock up the device if a communication failure occurs since we added the 'Full Transfer of all Transactions' section in 3.1.7.

3.1.7 Was Diagnostic Tests on a Promotional Gaming Device which was moved to 3.2.4. 3.1.7 is now the 'Full Transfer of all Transactions' rule.

3.1.9 Changed the references from a 'win' to a 'promotional award'

3.2.4 Added Diagnostic Tests rule here (moved from 3.1.7)

3.3.1(c) Added the ability for the machine audit log to be filtered by Promotional Identification

3.3.2 Moved Transaction Report here from 3.1.5

3.5.4 NOTE added a note on the security of the information.

3.5.5 NOTE added a note on the security of the information.

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CHAPTER 1

1.0 OVERVIEW - STANDARDS FOR PROMOTIONAL SYSTEMS IN CASINOS

1.1 Introduction

1.1.1 Promotional Systems Defined. A Promotional System is comprised of gaming devices that are configured to participate in electronically communicated promotional award payments from a host system, and the host system that controls the promotional award issuance parameters. Promotional awards are additional features that entitle players to special promotional awards based on patrons play activity. Promotional Awards are used by marketing departments and player tracking/clubs rewarding patrons with static enticement awards (such as coupons or cards that can be inserted into devices which entitle the player to free credits) and awards based upon patron play. Facilities now exist to support these awards at a gaming machine utilizing protocol commands for direct monetary transfers from the marketing department or slot club department directly via the player's promotional account(s) accessible via a supporting device. The assumption of this document is that all promotional credits given to the player in the above detailed manner have no impact on calculation of theoretical payback percentage for a gaming machine. Provisions must be made to ensure awards are metered uniquely by the gaming device, so that they will not affect the hold percentage calculations.

Static promotional awards are those based on predefined criteria that do not require patron or gaming machine activity prior to redemption and are generally single instance use. An example being a carded promotion (electronic coupon) whereby a group of uniquely identified magnetic cards (or similar instrument) is established with a preset value of a particular credit type that is available to anyone inserting an unused card into an associated gaming machine's card reader.

Promotional awards are those based on predefined patron activity criteria that are tied to a specific patron/account, which generally recur. For example, promotions may include:

- A patron may be awarded 100 points for every 20 dollars played in a machine. These points may be converted to credits awarded at a gaming device.
- A patron who plays an established threshold of 250 dollars or more for one day (or any defined period) being awarded 5 dollars upon return to the casino the following day;
- A patron has earned a promotional award where they must contribute their own money first in order to redeem **match play** awards.

1.1.2 Phases of Certification. The approval of a Promotional System shall be certified in two phases:

- a) Initial laboratory testing, where the laboratory will test the integrity of the system in conjunction with EGDs, in the laboratory setting with the equipment assembled; and
- b) On-site certification where the communications and set up are tested on the casino floor prior to implementation.

1.2 Acknowledgment of Other Standards Reviewed

1.2.1 RESERVED

1.3 Purpose of Standard

1.3.1 General Statement. The purpose of this technical standard is as follows:

- a) To eliminate subjective criteria in analyzing and certifying Promotional System operation.

- b) To only test those criteria which impact the credibility and integrity of gaming from both the Revenue Collection and game play point of view.
- c) To create a standard that will insure that Promotional Systems in Casinos are fair, secure, and able to be audited and operated correctly.
- d) To distinguish between local public policy and laboratory criteria. At GLI, we believe that it is up to each local jurisdiction to set their public policy with respect to gaming.
- e) To recognize that non-gaming testing (such as Electrical Testing) should not be incorporated into this standard but left to appropriate test laboratories that specialize in that type of testing. Except where specifically identified in the standard, testing is not directed at health or safety matters. These matters are the responsibility of the manufacturer, purchaser, and operator of the equipment.
- f) To construct a standard that can be easily changed or modified to allow for new technology.
- g) To construct a standard that does not specify any particular technology, method or algorithm. The intent is to allow a wide range of methods to be used to conform to the standards, while at the same time, to encourage new methods to be developed.

1.3.2 No Limitation of Technology. One should be cautioned that this document should not be read in such a way that limits the use of future technology. The document should not be interpreted that if the technology is not mentioned, then it is not allowed. Quite to the contrary, as new technology is developed, we will review this standard, make changes and incorporate new minimum standards for the new technology.

1.3.3 Scope of Standard. This standard will only govern Promotional Host Systems and Device requirements necessary to achieve certification.

1.3.4 Exceptions to Standard. This standard does not govern Cashless or Bonusing System requirements for any other form of electronic transaction.

Please refer to GLI-16 for Cashless and GLI-17 for Bonusing System regulations.

1.4 Other Documents That May Apply

1.4.1 General Statement. This standard covers the minimal requirements for Promotional Systems and Device(s) all associated components. The following other standards may apply:

- a) Gaming Devices in Casinos (GLI-11);
- b) On-Line Monitoring and Control Systems (MCS) and Validation Systems in Casinos (GLI-13); and
- c) Individual Gaming Board Minimum Internal Control Procedures.

NOTE: All promotions should require formal submission to and written approval from the local regulatory group who may respond to unconditionally approve, require additional constraints be placed on the promotions to resolve any issues, or disallow the promotion. The possible permutations and effects concern subtleties best left to the discretion of the individual jurisdiction.

CHAPTER 2

2.0 SUBMISSION REQUIREMENTS

2.1 Introduction

2.1.1 General Statement. This chapter shall govern the types of information that are, or may be required to be submitted by the submitting party in order to have equipment tested to this Standard. Where the information has not been submitted or is not otherwise in the possession of the test laboratory, the submitting party shall be asked to supply additional information. Failure to supply the information can result in denial in whole or in part of the submission and/or lead to testing delays.

2.1.2 Previous Submission. Where the testing laboratory has been previously supplied with the information on a previous submission, duplicate documentation is not required, provided that the previous information is referred to by the submitting party, and those documents are easily located at the testing laboratory. Every effort shall be made to reduce the redundancy of submission information.

2.2 Prototype (Full Submission) Submissions

2.2.1 General Statement. A Prototype (full submission) submission is a first time submission of a particular piece of hardware or software that has not previously been reviewed by the test laboratory. For Modifications of previous submissions, including required changes to previously submitted Prototype (full submission) certification, whether certified or pending certification, see ‘Submissions of Modifications (partial submissions) to a Previously Certified Item,’ Section 2.7.

NOTE: *Due to abnormal component complexity and/or excessive cost it is sometimes necessary for on-site testing of a system at the manufacturer’s facility. Regular upgrades normally preclude testing at the manufacturers’ facility except in the case of prototype submissions.*

2.2.2 Submission Letter Requirements. Each submission shall include a request letter, on company letterhead, dated within one (1) week of the date the submission is received by the test laboratory. The letter should include the following:

- a) The jurisdiction(s) for which you are requesting certification;
- b) The items requested for certification. In the case of software, the submitting party shall include ID numbers and revision levels, if applicable. In the case of proprietary hardware, the submitting party shall indicate the manufacturer, model, and part and revision numbers of the associated components of hardware; and
- c) A contact person who will serve as the main point of contact for engineering questions raised during evaluation of the submission. This may be either the person who signed the letter or another specified contact.

2.3 System Hardware Submission Requirements – Prototype (Full Submission) Certification

2.3.1 Presentation of Equipment to the Test Laboratory; Identical Equipment. Each item of gaming equipment supplied by a manufacturer to the field shall be functionally identical to the specimen tested and certified. For example, an interface element supplied as a certified device shall not have different internal wiring, components, firmware, circuit boards, circuit board track cuts or circuit board patch wires from the certified specimen, unless that change is also certified, see also ‘Submissions of Modifications (partial submissions) to a Previously Certified Item,’ Section 2.7.’

2.3.2 Inventory of Equipment to the Test Laboratory. Each submission of hardware shall contain the following:

- a) Server, Database, Front End Controller, Data Collector and Ancillary Stations to include but not limited to: Surveillance/Security monitor functionality; EGD Management functionality; and Accounting/Reporting Functionality; Promotional Award Configuration Management functionality;

- b) Monitors, keyboards, mouse, printers, etc., to support the items listed above;
- c) Minimum of seven interface element devices with corresponding power connectors (if separate from harness), keypads, displays, and card reader (or equivalent if an alternative media is used);
- d) Minimum of one wiring harness for each EGD type desired for operational approval with system where specific harnessing is required;
- e) Minimum of two of each type magnetic cards (or equivalent if an alternative media is used) used in the system, if applicable; and
- f) Un-interruptible Power Supply (UPS) for critical components.

NOTE: In an effort to reduce system submission size, monitor and data switches may be used. Additionally, separate software may be housed in the same unit, as long as the functionality is not impaired and the software is identical to the field version.

2.3.3 Accompanying Documentation. All accompanying technical documents, manuals, and schematics shall be submitted. In addition, the following items shall be provided:

- a) If applicable, all UL, CSA, EC, AS3100, etc. or equivalent certification. This certification information may be supplied at a later date;
- b) Any other proprietary equipment that may be used in the field in conjunction with the Submission, if necessary to test the requirements set forth;
- c) Accompanying software, see also ‘System Software Submission Requirements – Prototype (Full Submission) Certification,’ Section 2.4; and
- d) If the submitting party has specialized equipment and/or software which is needed by the test laboratory to test submitted system, such as load/game simulators or test data files, then the specialized equipment and/or software and all appropriate operation and user manuals for the equipment and/or software shall be included with the submission.

NOTE: Commercially available products are not required for submission unless omission will impact testing and proper operation of the system.

2.4 System Software Submission Requirements – Prototype (Full Submission) Certification

2.4.1 General Statement. Each submission of software shall contain the following:

- a) Two sets of all EPROMs, CD-ROMs, or other storage media which contain identical contents. This includes all program executables, system component firmware, bin files, etc. Where the test laboratory already has tested a software component, resubmission may not be necessary;
- b) Source Code, a Link Map and Symbol Table for all primary software executables. In addition, if requested, explanation of all non-volatile RAM on any system device with the non-volatile RAM locations described;
- c) All user manuals in either hard or soft copy format to include a general overview of the system from a component level, software and hardware setup and integration, and system block diagrams and flow charts for the communication program, if required;
- d) If not included in the user manuals, a connectivity manual for all unique electronic gaming devices capable of being interfaced with system to include device model numbers and compatibility list, if applicable; wiring diagrams depicting connection points to devices, power, etc.; and identification by part number or some other scheme, any unique wiring harnesses, ancillary boards required for communication of a particular device;
- e) If not included in the user manuals, provide example reports for each standard report capable of being generated on the system with a formula summary detailing all reporting calculations including data types involved, mathematical operations performed, and field limit;
- f) If not included in the user manuals, a list of all supported communication protocols specifying version, if applicable;
- g) If not included in the user manuals, provide concise instructions for configuration of all applicable parameters of promotional activity;
- h) If utilizing a software verification algorithm, provide a description of the algorithm, theoretical basis of the algorithm, results of any analyses or tests to demonstrate that the algorithm is suitable for the intended application, rules for selection of algorithm

coefficients or "seeds", and means of setting the algorithm coefficients or "seeds";
and

- i) If completed by the manufacturer, provide a system test plan and results to detail electronic gaming devices and software versions tested with.

2.5 Software Programming Requirements and Compilation

2.5.1 General Statement. The following items shall be contained within all submitted source code or related modules:

- a) Module Name;
- b) Brief description of module function; and
- c) Edit History, including who modified it, when and why.

2.5.2 Source Code Commented. All source code submitted shall be commented in an informative and useful manner.

2.5.3 Source Code Completeness. All source code submitted shall be correct, complete and able to be compiled.

2.6 Program Identification

2.6.1 Software Requirements. On the primary system software components submitted and subsequently placed in the field, each program shall be uniquely identified and either display version information at all times or via a user accessible function.

2.6.2 Firmware Requirements. On the system firmware submitted and subsequently placed in the field, each program shall be uniquely identified, displaying:

- a) Program ID ;
- b) Manufacturer;

- c) Version number;
- d) Type and size of medium (requirement can be met by manufacturer stamp) ; and
- e) Location of installation in interface element device, if potentially confusing.

NOTE: For EPROM based firmware, the identification label shall be placed over the UV window to avoid erasing or alteration of the program.

2.7 Submissions of Modifications (Partial Submissions) to a Previously Certified Item

2.7.1 General Statement. For any update submission (e.g., a revision to an existing hardware or software that is currently under review, certified or has been reviewed and not certified), the following information shall be required to process the submission in addition to the requirements set forth in ‘Submission Letter Requirements,’ Section 2.2.2. All modifications require re-testing, examination, and re-certification by the test laboratory.

2.7.2 Modification of Hardware. Each hardware submission shall:

- a) Identify the individual items being submitted (including part number);
- b) Supply a complete set of schematics, diagrams, data sheets, etc. describing the modification along with the reason for the change(s); and
- c) Provide the updated or new hardware, a description and the method of connection to the original system or hardware components.

2.7.3 Modification of System Software Functions or to Correct Software Error. The submitter should use the same requirements as in the ‘Software Submission Requirements – Prototype (Full Submission) Certification’ Section 2.4 listed above, except where the documentation has not changed. In this case, a resubmission of identical documents is not required. However, the submission must include a description of the software change(s) and modules affected and new source code for the entire program, if applicable.

2.7.4 Software Submission - Modification to Existing or Create New System Functionality.

For a system specific submission (e.g., new workstation software), the following information may be required to process the submission:

- a) If new, a complete description of the function, including amendment manual and user documents, and new source code, if applicable; and
- b) If modifying, the submission must include a description of the software change(s), modules affected and new source code, if applicable.

2.8 System Security Submission Requirements

2.8.1 General Statement. Where a system requires the use of defined user roles with associated passwords or pin numbers, a default list of all users and passwords or pin numbers must be submitted including a method to access the database.

2.9 Joint Venture Submissions

2.9.1 General Statement. A system is considered a joint venture when two or more companies are involved in the manufacturing of one system. Due to the increasing amount of joint venture submissions (more than one supplier involved in a product submission) and to alleviate any confusion to the suppliers, our regulator clients and our firm, GLI has set forth the following procedures for such submissions:

- a) One company will prepare and submit the entire submission, even if they are using parts from other suppliers, and must identify all part numbers of all components. This will be the primary contact for the submission;
- b) The company submitting an approval request should do so on their letterhead. GLI will delegate an internal file number in this company's name and will bill this company for all costs incurred throughout the approval process;
- c) The primary contact will be called when questions arise. However, GLI engineers will work with all parties involved, completing the review;

- d) All suppliers who are part of the submission “group” may need to be licensed in the jurisdiction(s) where the submission is being approved. As a courtesy to the supplier, GLI may inquire as to who does not need to be licensed from the regulator client. It should be noted that licensing questions should be handled directly with the jurisdiction; and
- e) Upon completion, the primary contact company will receive the approval letter, provided the submission meets the jurisdictional requirements. The primary contact company may then release copies of the approval letter to the associated manufacturer(s).

CHAPTER 3

3.0 *PROMOTIONAL DEVICE AND SYSTEM REQUIREMENTS*

3.1 **Gaming Device(s) with a Promotional Feature Requirements**

3.1.1 General Statement. The requirements throughout this section apply to the promotional gaming device. These requirements are in addition to the requirements set forth in GLI-11 Gaming Devices and Casinos, and GLI-13 On-Line Monitoring and Control Systems (MCS) and Validation Systems in Casinos.

3.1.2 Configuring Promotion Transactions on a Gaming Device. Since a Promotional feature would impact the electronic accounting meters, any Gaming Device that allows Promotional gaming as a selectable feature must conform to the Configuration Setting requirements outlined within GLI-11 Gaming Devices in Casinos, Section 3.13.4.

3.1.3 Audit Trails for Promotional Transactions. Promotional Gaming Devices must have the ability to recall the last twenty-five (25) promotional transactions received from the system and the last twenty-five (25) promotional transactions transmitted to the host system. However, if a gaming device has Bonusing or host-Cashless features, or both, enabled simultaneously with promotional features, a single 100-event log would suffice. The following information must be displayed:

- a) The type of transaction (upload/download) including restrictions (cashable or non-cashable, etc), if utilizing a single 100-event log;
- b) The transaction value; and
- c) The time and date;

3.1.4 Meter Requirements for Promotional Gaming Devices. Promotional gaming devices must incorporate electronic accounting meters that conform to the following electronic metering requirements:

- a) The operation of the mandatory electronic accounting meters, as mandated in GLI-11, must not be impacted directly for Promotion transactions; and
- b) The following specific Promotional meters will be added:
 - i. Total Promotional Awards In (received by game) meter, which includes:
 - A. Total Non-Restricted (cashable), Promotional In if applicable; and
 - B. Total Restricted (non-cashable), Promotional In if applicable.
 - ii. Total Promotional Awards Out (removed from game and transferred back to player account) meter, if applicable, which includes:
 - A. Total Non-Restricted (cashable) Promotional Out; and
 - B. Total Restricted (non-cashable) Promotional Out.

***NOTE:** If restricted promotional credits and non-restricted credits are co-mingled on one credit meter at a gaming device: when restricted promotional credits are transferred to a game, and that game also has existing cashable credits available, the game **MUST** pull from the restricted credit balance first during player wagering. All restricted credits must be wagered first, before any non-restricted credits are committed.*

3.1.5 RESERVED

3.1.6 Error Conditions. The following conditions must be monitored, and messages must be displayed to the patron, which would indicate the reason for any transaction failure to include the following:

- a) Invalid PIN or Player ID (Can Prompt for Re-entry up to maximum allowed); and
- b) Account Unknown.
- c) RESERVED

3.1.7 Transfer of Transactions. If a player initiates a promotional transaction and that transaction would exceed game configured limits (i.e. the credit limit, etc) then this transaction may only be processed provided that the patron is clearly notified that they has received or deposited less than requested to avoid patron disputes.

3.1.8 Identifying a Promotional Device. A patron should be able to identify each machine that supports the promotion by a means left to the discretion of the individual jurisdiction (e.g. remove display menu items that pertain to promotional operation for gaming machines not participating; provide a host message indicating promotional capability; or a specific sticker on gaming machines to indicate participation).

3.1.9 Notification of a Promotional Award. The method of promotional award notification can include any combination of host messaging, sounds, or visual indicators as long as deemed acceptable to the individual jurisdiction. Since promotional awards are paid directly to the gaming device (if applicable, after player intervention), the gaming device itself shall reflect the amount of promotional awards. Additionally, electronic accounting meters, and logs will reflect all promotional transactions accordingly (see 3.1.3 and 3.1.4 of this standard.)

3.1.10 Disclaimers and Feature Expiration. Any disclaimers such as promotion expiration and their display to the public are also left to the discretion of the individual jurisdiction, as they will likely be non-uniform across specific manufacturer implementations. Qualifying parameters and/or frequency of events and any specific information relevant to the award type (e.g. the card reader bezel lighting a specific color to indicate a patron had qualified for a promotional award.)

3.2 Central System Security Requirements

3.2.1 General Statement. The rules within this section shall be implemented by the host system to allow for securely changing of any of the associated parameters. Additionally, the communication process must be robust and stable enough to secure each promotional transaction such that failure event(s) can be identified and logged for subsequent audit and reconciliation.

3.2.2 Modification of Critical Parameters. All changes to parameters that may impact promotion redemption frequency or amount, must be logged indicating:

- a) who made the change;
- b) the altered parameter;
- c) the time and date of change;
- d) the parameter value before and after the change; and
- e) the reason for the parameter adjustment.

3.2.3 Prevention of Unauthorized Transactions. The following minimal controls shall be implemented by the host system to ensure that games are prevented from responding to commands for crediting outside of properly authorized Promotional transactions (hacking):

- a) The network hubs are secured (either in a locked/monitored room or area) and no access is allowed on any node without valid login and password;
- b) The number of stations where critical promotional applications or associated databases could be accessed is limited;
- c) The users who have the requisite permission levels/login to adjust critical parameters are limited; and
- d) Procedures be in place on the system to identify and flag suspect player and employee accounts to prevent their unauthorized use to include:
 - i. RESERVED;
 - ii. Flagging of “hot” accounts where cards (other instruments) have been stolen;
 - iii. Invalidating accounts and transferring all balances into a new account; and
 - iv. User roles or procedures are established in promotional parameter configuration applications, which enforce logical separation of controls to discourage obvious misbehavior.

3.2.4 Diagnostic Tests on a Promotional Gaming Device. Controls are placed on any diagnostic functionality available at the device/system such that all activity would reflect a specific account(s) and the individual(s) tasked to perform these diagnostics whereby

all promotional diagnostic activity that effect the gaming machine associated meters may be audited by the local regulatory group.

3.2.5 Loss of Communication. If communication between the promotional accounting system and the gaming device is lost, promotional transfers shall not be processed until communications are re-established. It is recommended that the game or interface element provide a means for informing the player that promotional transfers cannot currently be processed for any player initiated transfers.

3.3 Central System Audit Trails

3.3.1 General Statement. The central system shall have the ability to produce logs for all complete promotional transactions to include the same information required on gaming machine audit logs and capable of being filtered by:

- a) machine number;
- b) patron account; or
- c) promotional identification.

3.3.2 Transaction Report. The player must be provided the ability to review a complete and comprehensive transaction report of all Promotional transactions concluded, indicating each separate transaction with amount.

NOTE: This audit trail could be accessed on the gaming device via the card reader (or equivalent) or such information could be requested of the floor personnel who would process such requests via a query of the Promotional system.

3.4 Financial Reports

3.4.1 General Statement. The system shall have the ability to produce the following reports:

- a) Patron Promotional Account Summary and Detail Reports. These reports shall include beginning and ending balance(s), transaction information including gaming machine number, amount, date/time and type (if multiple types are supported);
- b) Liability Report. The Liability Report shall include the previous day's ending value (today's starting value) of outstanding promotional liability, Total promotional in and Total promotional out, expired promotional value, and the current day's ending promotional liability; and
- c) Promotional Meter Reconciliation Summary and Detail Reports. These reports shall provide reconciliation of each participating gaming machine promotional meter(s) against the host system's promotional activity.

3.5 Player Accounts

3.5.1 General Statement. For awards tied to a specific patron's account, a casino usually issues a patron a unique magnetic card and may require a personal identification number (PIN), in conjunction with an account on the host system's database, although any method of uniquely identifying patrons could be implemented. All such transactions between a supporting gaming machine and the host system must be secured either by card insertion into a magnetic card reader attached to the host system or other protected means. The promotional options are presented to the patron on the LCD/VFD display of the card reader, which should require selection using a keypad/touchscreen before occurring.

3.5.2 Removing Promotional Credits from a Players Account. Promotional credits may be removed from a player's account either through:

- a) downloading of the promotional credits to the gaming device;
- b) redeeming the promotional credits for merchandise/cash via a cashier; or
- c) expiration of promotional credits.

3.5.3 Movement of Promotional Credits. Players may have the option of moving some of their system promotional credit to the gaming device, they are playing, through “withdrawal” from the players account, maintained by the system. Then when they are finished playing they may either “deposit” their balance from the machine onto their player account or redeem them from the gaming device via the available payout mechanism. Promotional gaming transactions are entirely electronic.

3.5.4 Personal Identification Number. Usually a casino issues a patron a unique magnetic card and personal identification number (PIN) in conjunction with an account on the system’s database, although any method of uniquely identifying patrons could be implemented.

NOTE: Security of this information must be guaranteed at all times.

3.5.5 Account Balance. Current balance information and promotional award transaction activities should be available on demand at any participating gaming device or other system terminal after confirmation of patron identity. All discretionary account funds (i.e. those funds that have a possible expiration) must be maintained separately.

NOTE: Security of this information must be guaranteed at all times.

3.6 Software Verification

3.6.1 General Statement. Each component within the System, that would affect the integrity of the System, must have the ability to allow for an independent integrity check of the component’s software that is critical to its operation, from an outside source. This must be accomplished by being authenticated by a third-party device, which may be embedded within the component’s software (see NOTE within this section, below) or having an interface port for a third-party device to authenticate the media. This integrity check will provide a means for field testing the software to identify and validate the program. The test laboratory, prior to system and/or component approval, shall approve the integrity check method.

***NOTE:** If the authentication program is contained within the software, the manufacturer must receive written approval from the test laboratory prior to submission.*